

1. (Amended) A method for dispatching work orders and receiving status information concerning such orders via a communications network adapted to communicate short message service (“SMS”) messages, the method comprising:

- (a) coupling a communication device to a dispatch computer, wherein the communication device is adapted to send and receive messages in a SMS format, and wherein the message includes status-type information;
- (b) formatting a dispatch order into at least one SMS message; and
- (c) forwarding the SMS message over the communications network to a selected communication device or a group of communication devices.

6. (Amended) A method for dispatching orders to service technicians remotely and receiving responsive information from such technicians concerning the orders via at least one wireless network adapted to transmit short messaging service (“SMS”) messages to allow communication among a central processor and service technicians without making a wireless telephone call, the method comprising:

- (a) providing each service technician with a processor and a transceiver adapted to communicate via SMS messages;
- (b) periodically causing the central processor to formulate a short message to a selected service technician processor that provides that service technician a dispatch order, wherein the short message includes status-type information;

- (c) transmitting the message over the wireless network via a short messaging center coupled to a mobile switching center within the wireless network; and
- (d) receiving the message at the selected service technician's transceiver.

9. (Amended) A method for managing dispatch applications in order to deliver messages from or to each of multiple service technicians deployed over a geographically-dispersed area, the method comprising:

- (a) formulating at a central processor a message to at least one of the service technicians for wireless transmission according to a preselected format, wherein the message includes status-type information;
- (b) transmitting the message to a network element for identifying that message; and
- (c) transferring the message from the network element to a communication device associated with the selected service technician, wherein the communication device is adapted to cause the message to be displayed to the service technician and is capable of forwarding from the service technician a reply message concerning the status of a dispatch order.
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REMARKS

I. INTRODUCTION

This is a full and timely response to the Office Action mailed April 3, 2002. Claims 1-16 are pending in this application. The Office Action has rejected Claims 1-16. Independent